

# Partnership Works!

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The DCLMPC Newsletter

SUMMER 2004



## CO-CHAIRS:

Anthony A. Williams, Mayor  
Government of the  
District of Columbia

Joslyn N. Williams, President  
Metropolitan Washington  
Council, AFL-CIO

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### Office of Labor-Management Programs

1350 Pennsylvania Avenue, NW  
Suite 324  
Washington, DC 20004  
(202) 724-8966

**Robert C. Bobb**  
City Administrator



*Anthony A. Williams*

Anthony A. Williams,  
Mayor  
District of Columbia

## A Message From The Co-Chairs

Fiscal Year 2003 was a dynamic year for the DC Labor-Management Partnership Council, agencies work group partnerships and the Office of Labor-Management Programs.

"Moving Forward: Labor-Management Uniting For A Better City," was the catchy theme for the DC Labor-Management Partnership Council's Sixth Annual Symposium held Octo-



*Joslyn Williams*

Joslyn Williams  
President  
Metropolitan Washington Council AFL-CIO

ber 8, 2003. Labor-Management Partnership representatives from various agencies identified key issues to be jointly addressed by Labor and Management.

We witnessed an increase in the number of partnerships to 40 during FY 2003 because agencies promoted labor-management partnerships in their organizations.

Like all partnerships, the road has not always been smooth. Given Labor and Management's continued commitment to work to find ways to improve the workplace and our commitment to deliver the kinds of services District of Columbia residents expect and deserve, 2004 has been another great year for Labor-Management Partnerships.

As Management Co-Chairs of the DCLMPC, we will continue to use Labor-Management partnership to promote quality service to District of Columbia citizens and quality of work life for District employees.

## DCLMPC Annual Leave Drive A Huge Success

By OLMP Staff

On April 15, 2004, the DCLMPC launched an Annual Leave Bank Contribution Campaign where agency labor-management partnership members were asked to donate at least four (4) hours of annual leave to be contributed in a block to the DC Annual Leave Bank. The Annual Leave Bank is a fund of accumulated annual leave donated by employees for other employees who need extra leave because of a medical emergency. The program prevents or limits the loss of employee income when they face a medical emergency and do not have sufficient paid leave to cover their absence period.

In six weeks, 156 labor-management part-

nership employees and other supportive employees donated a total of 1002 hours of annual leave. The donated time translates into nearly \$28 thousand to the Annual Leave Bank.

The Annual Leave Bank Campaign represents a "good will" effort by the labor-management partnership family that shows the positive impact of joining together and supporting one another.

The DCLMPC thanks everyone who so generously donated leave and energy toward this effort. By our good deeds we strengthen our families, our communities, our world and ourselves.

## POT HOLE WINNERS Spring 2004

### 1st Place Winner

Department of Human Services, Steering Committee

Project Name: DHS Reads! Initiative

This project will help to develop young children's language skills and improve reading skills for older children. DHS employees volunteer to read aloud to young children in development centers, family childcare homes, before and after school programs and the Oak Hill Youth Facility.

DHS volunteers were allowed to use a portion of their workday to read to children at least once a month. Volunteers receive training on how to effectively read aloud to children from the Early Childhood Development Institute at the University of the District of Columbia. Officials from the Institute met volunteers at designated job sites to provide training.

### 2nd Place Winner

Water and Sewer Authority, Facilities Department

Project Name: Facility Work Order System Enhancement (FWO)

The department had over 900 outstanding work tickets and an 8-day turnaround to satisfy work requests, and, customers were not receiving timely work ticket updates. The WASA Facilities Labor-Management partnership saw the situation as an opportunity to upgrade the department's FWO process and customer service.

Labor and management gave input and recommendations that resulted in improved staff commitment to quality service; development of forms that better captured the information needed to process work orders; increased education of staff on the purpose of the forms and how they would be used; and better communication with customers regarding their request status.

A new, user-friendly customer satisfaction survey form that better promotes the department's services has also been implemented. The result of these changes is a process that is better for

employees and customers.

### 3rd Place Winner

Task Force on Compensation and Classification Reform

Project Name: Reforming the District's Classification and Compensation Systems

The goal of this project was to make the District more effective in attracting and retaining a qualified workforce by reviewing, and if needed, revising the classification and compensation systems. The Task Force found that the District's maximum salaries were on average, less competitive than those of the surrounding local government employers. They moved to address this issue by changing the pay progression and reducing the number of position titles by more than half, to 59, and, created standardized position descriptions.

The results of this project will make the classification and compensation systems much more efficient and contribute to the District being viewed as an "Employer of Choice."

## POT HOLE WINNERS Fall 2003

### First Place Winner - \$ 2,500.00

Department of Public Works  
Solid Waste Management Administration (SWMA)



Using new industry techniques to bring back an "in house" customer friendly, high quality residential recycling collection service at a competitive cost resulted in an increase in participation and number of pounds set out per customer.



### Second Place Winner - \$1,000.00

Department of Consumer and Regulatory Affairs



With continued feedback from customers, staff and ANC's, the DC Regulatory Affairs Labor Management Partnership Council developed a community outreach program to deliver information and services by using mobile vans staffed with experts. A sub-committee developed marketing brochures, determined logistics, scheduling and safety. The program helped bring District government services to both English and non-English speaking persons in the business and residential communities.

### Third Place Winner - \$500.00

WASA Department of Maintenance Services



WASA instituted a comprehensive work order process designed to support the agency's activities to execute maintenance and repairs in the field. WASA's Labor Management Partnership established a Work order Priority System that identifies priority equipment and systems; develops a risk management response for outstanding work requirements and ensures the business process reflects an emphasis on priority work.

### \*Honorable Mentions:

Department of Human Services/Mental Retardation and Developmental Disabilities Administration; Department of Insurance and Securities Regulation and The Department of Public Works/Solid Waste Management.

Summer 2004

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# New Partnerships



*OCTO/Steering Committee*



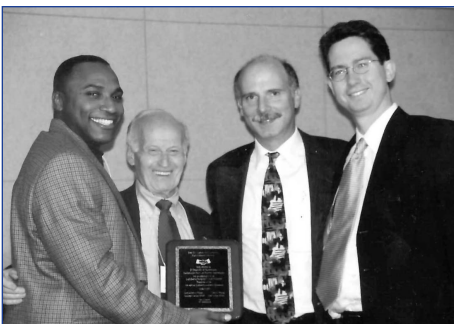
*DDOT/Traffic Services Administration*



*DHS/Office of Information Systems*



*DCWASA/Dept. of Sewer Services*



*DDOT/Policy and Planning Administration*



*DHS/Youth Services Administration*



*DDOT/Infrastructure and Project Management Administration*



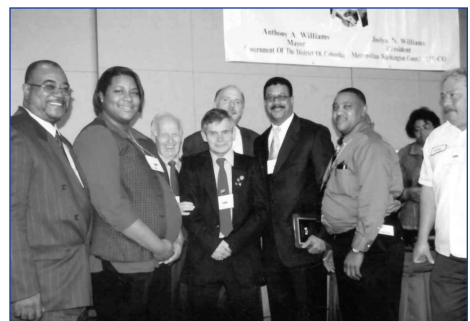
*DDOT/Urban Forestry Administration*



*Department of Employment Services*



*DDOT/Public Space Management Administration*



*DCWASA/Department of Facilities Services*



# 2003 Symposium



*2003 Symposium Workshop*



*Geo. Johnson, Brenda Featherstone, Jerry Johnson "Taking A Break"*



*Family Feud*



*Barbara Bailey, DHS Labor Liaison  
City Administrator, Robert Bobb*



*"West Wing" Workshop*



*Family Feud*



*2003 Symposium Luncheon - "Let's Eat"*



*"West Wing" Workshop*



*Family Feud*



*Morning Chat*



*2003 Symposium Workshop*



*New Partnership Workshop*



*New Partnership Workshop*



*2003 Symposium Banner*



*Hosts and Hostesses*

## Director's Corner



**VERNA CLAYBORNE**

The DC Labor-Management Partnership Initiative has made productive strides over the past year despite losing a valuable staff member, Ben Van Hoose, to the Office of the Chief Financial Officer. We have established nine new partnerships in various District agencies.

As our District partnership family nears 50 partnerships, the Office of Labor-Management Programs is strengthening our internal systems and developing more creative ways to assist partnerships with our service and consultative outreach commitments. We are now able to provide you with spreadsheets, which we update periodically, that give you up to date information about all District labor-management partnerships, including the projects they are working on. In addition, we have developed a comprehensive listing of all our labor contacts and their affiliations throughout the District Government.

Each partnership has a notebook setup in the OLMP that contains all information available to us about the partnership, its membership, minutes of partnership meetings and project activity reports.

We produced a photographic brochure for the 2003 Citizens Summit featuring several of the partnerships along with a snapshot of the kind of work we are doing to build better relationships. The OLMP now has a comprehensive approach to partnership establishment training, and we have developed a training manual, which we expect to refine and publish within the next few months.

These are just a few of the progressive steps we are taking to move the partnership effort forward. If you are not yet on board, call us so that you can get a ticket and get on the partnership train.

## New Partnerships in 2004

- ◆ Office of Chief Financial Officer/Office of Tax and Revenue
- ◆ Department of Consumer and Regulatory Affairs/Neighborhood Stabilization Program
- ◆ Department of Consumer and Regulatory Affairs/Business and Professional Licensing Administration
- ◆ Department of Consumer and Regulatory Affairs/Building and Land Regulation Administration
- ◆ Department of Corrections
- ◆ Office of the Chief Medical Examiner
- ◆ Office of Property Management
- ◆ Office of the Attorney General
- ◆ Office of the Chief Technology Officer

## New Partnerships Recognized at the Sixth Annual Symposium-2003

- ◆ Department of Employment Services
- ◆ Department of Transportation/Infrastructure and Project Management Administration
- ◆ Department of Transportation/Public Space Management Administration
- ◆ Department of Transportation/Traffic Services Administration
- ◆ Department of Transportation/Policy & Planning Administration
- ◆ Department of Transportation/Urban Forestry Administration
- ◆ Department of Human Services/Office of Information Systems
- ◆ Department of Human Services/Youth Services Administration
- ◆ Office of Chief Financial Officer
- ◆ DC Water and Sewer Authority/Department of Facilities & Securities Management
- ◆ DC Water and Sewer Authority/Department of Sewer Services
- ◆ Department of Health/Environmental Health Administration



# 2003 DCLMPC Symposium Snapshots

On October 8, 2003 the DCLMPC hosted its sixth annual Labor-Management

Symposium, "Moving Forward: Labor-Management Uniting for a Better City". The event was a clear success given the level of attendance and participation feedback. The event met the goals of communicating the current status and future direction of the District's partnership initiative, reinforcing the need for ongoing development of the skills needed to sustain and grow partnerships, and learning from challenge and success stories. It was viewed by



**Workshop**

many as the best Symposium to date.

Approximately 302 Labor and Management representatives attended the event, including representatives from all of the Labor-Management partnerships in District government. The 2003 Symposium used several fresh approaches to help ensure that the event was both informative and engaging.



**Morning Plenary**

The event began with welcome from Verna Clayborne, Director of the Office of Labor Management Programs and Geo. T. Johnson, Executive Director of the American Federation State County Municipal Employees Dis-

trict Council 20.

The morning fireside chat included Management Co-Chair, Mayor Anthony Williams and Labor Co-Chair, Joslyn Williams, President of the Metropolitan Washington Council of the AFL-CIO and City Administrator

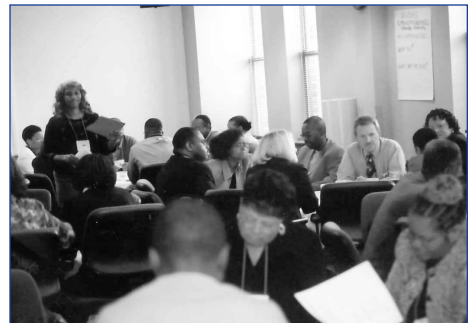


**Morning Chat**

Robert Bobb. The discussion was moderated by William Lucy, International Secretary-Treasurer of the American Federation State County Municipal Employees Union. Lucy is a knowledgeable veteran of what it takes for Management and Labor to have an effective relationship.

A 2003 Symposium innovation was the assignment of partnerships to workshops based upon their maturity level. This allowed the workshop content to be tailored to the issues typically facing partnerships at the beginning, developing, and mature stages of partnership development.

All members of new partnerships were invited to attend the Symposium. They participated in a panel discussion session that included words of wisdom from Labor and Management representatives from a variety of the District's successful partnerships.



**Workshop**



**An exhausted but energized OLMP Staff**

## Office of Labor-Management Programs

1350 Pennsylvania Avenue, NW  
Suite 324  
Washington, DC 20004



Contact person:  
**Jeunine Edmonds**

(202) 724-8966 or  
(202) 727-4999

[jeunine.edmonds@dc.gov](mailto:jeunine.edmonds@dc.gov)